

# INTRADA® OPERATIONAL BACK OFFICE

INTEGRATED TOLL SYSTEM OPERATIONS



## OVERVIEW

With the Intrada® Operational Back Office, Q-Free offers a comprehensive back-office solution designed to achieve significant cost reductions in toll system operations, while maximizing revenue. It incorporates Q-Free's vast experience with transponder and image-based transactions and encompasses all tools for efficiently managing a toll system including topology and tariff management as well as extensive reporting, monitoring, and auditing facilities.

The Intrada Operational Back Office leverages proven technology that processes millions of toll transactions daily for some of the world's most prominent toll operations. Its sophisticated identification workflows seamlessly integrate state-of-the-art image processing technologies like ALPR and vehicle fingerprinting with a task-oriented, queue-based manual image review system to maximize automation and accuracy, while minimizing leakage.

The Intrada Operational Back Office is fully vendor agnostic, making it adoptable to any toll transaction workflow. As a key component of Q-Free's end-to-end turnkey tolling solution, it offers straightforward integration through standardized interfaces.

Finally, with a strong emphasis on security and reliability, Intrada Operational Back Office adheres to current data protection and quality standards.

## BENEFITS

- Guaranteed performance on accuracy and automation through advanced vehicle identification workflows protect revenue and minimize leakage
- Improve usability with a modern, intuitive interface for efficient and effective toll system management
- Sophisticated identification workflows smartly weave automatic image processing and queue-based manual image review screens
- Support third-party hardware
- Integrate with new and existing toll systems, from small plazas to complex networks
- Ensure security with robust measures protecting sensitive data and maintaining regulatory compliance



Vendor-agnostic integration



Advanced reporting & monitoring



99.95% identification accuracy



Topology and tariff management

## TOLL SYSTEM MANAGEMENT

### ADVANCED FEATURES

- Intuitive map-based topology management
- Tariff control modules
- Real-time insights into traffic flow and toll usage

### HEALTH MONITORING

Monitor the health and service level of all facets of operations with custom, actionable performance and system reports.

- Roadside health monitoring
- Purpose-oriented dashboards
- Advanced troubleshooting support
- Advanced auditing facilities

### STANDARD FEATURES

- Web-based deployment with a responsive user interface accessible from any modern smart device
- Scalable, expandable network – accommodate volume increases, intermittent backlogs, and road extensions
- Vendor agnostic – integrate with any camera, back office, and vehicle registration system
- Customizable business rules and logic integrate with existing systems, processes, and third-party interfaces
- Multiple user accounts with separate rules, performance, and reports
- Evidence pack/dispute handling for enforcement and billing support
- Advanced data stream handling and splitting for multiple back-office reports
- Download and bandwidth service to optimize network bandwidth and data transfer

## FULL END-TO-END IDENTIFICATION

- Integrated automated/manual image review with self-learning feedback loop for stable accuracy levels and increasing automation.
- Advanced identification workflows encompassing various ALPR/OCR engines and fingerprinting technology for automation
- Patented Grouping process increases automation by leveraging multiple sightings along a toll network
- Comprehensive vehicle class, make, and model identification
- Multi-queue and double-blind entry ensure maximum efficiency and accuracy in manual image review
- Allow remote manual review teams with custom access rights while supporting >300 concurrent operators
- Journey building with advanced gap bridging strategies
- Sophisticated OBU conversion and tariff assignment

## SECURITY

Compliant with industry-standard directives on data security.

- NIST SP 800-53
- ISO 27001
- CSA Cloud Controls Matrix
- FIPS 140-2

